

Summary of responses to player survey – 2011 GCWC

From a field of 64 players, 21 responses were received to the survey distributed soon after the event. The following summarises the responses:

1. Did you attend the player briefing, was the information well-presented and useful?

A1: Generally yes, yes and yes. However some thought it too repetitive of information provided in player handouts. Several thought the Laws section was too long-winded, or even needless or confused. It was thought much of this was lost on those who were not native English speakers. A suggestion was made of using a screen-based presentation in future.

2. If the event used multiple venues, how did you find the transport between venues during the event?

A2: About half used it and thought it very good. Earlier return trips (for early finishers) and journeys after the Saturday evening dinner would have been useful.

3. Was the format of the event (including consolation events) appropriate?

A3: Most people were very satisfied. A few adverse comments included:

- Instead of Best of 2 in Plate, it would have been nicer to play more opponents*
- Scheduling the blocks to give the better players an easier start was disliked*
- Seeding Committee seemed to take too much account of the GC rankings in seeding the KO (given that WCF Regs recognise they may not yet be suitable for the purpose)*
- Plate players had less opportunity to watch the final stages of the main event*
- Play-off for 32-17th places was disliked as it gave too few games*
- One wanted to play off for position, rather than play in a plate, as it was more useful for public relations in their home country.*

4. Did you have too many, not enough or about the right number of games each day?

A4: Two thirds thought the number of games about right, one third thought it too few, none thought it too many.

5. Was the overall duration of the event too long, too short or about right?

A5: Almost all thought it the right duration, one thought it too short and three thought it was a bit too long.

6. Was the tournament well managed?

A6: All but one thought it excellently managed – a couple saying the best-managed Worlds they'd ever played in. One thought the score updates were too slow.

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7. Were there any problems with how the tournament was refereed?

A7: A third were happy. Another third reported problems with refereeing that affected them. Four referred to the “Reg incident”, and three commented that Referees in Charge were a hindrance and unnecessary.

8. Did you have the meals at the venues?

A8: All respondents had the meals.

9. Did you like the meals?

A9: About a third said “yes”. Another third praised Surbiton’s “excellent” catering. The final third compared Hurlingham unfavourably with Surbiton, commenting on the limited or repetitive food on offer at Hurlingham.

10. Were the meals good value?

A10: Most thought they were, especially at Surbiton. A few thought Hurlingham was not good value.

11. Were the lawns at each venue of suitable quality?

A11: A bit over half were completely happy, while a bit under half were concerned with the slowness or unevenness of the Hurlingham cricket pitch. A couple were concerned about the inconsistent pace across Surbiton, Hurlingham front lawns and Hurlingham cricket pitch.

12. Were the hoops well set?

A12: Most thought they were, especially given the recent wet weather. One reported poor hoops in the 32-17 place knock out, and another asked for narrower hoops in the main KO.

13. Was the opening ceremony enjoyable? *Not applicable – there was no opening ceremony.*

14. Was the closing ceremony and prize-giving enjoyable?

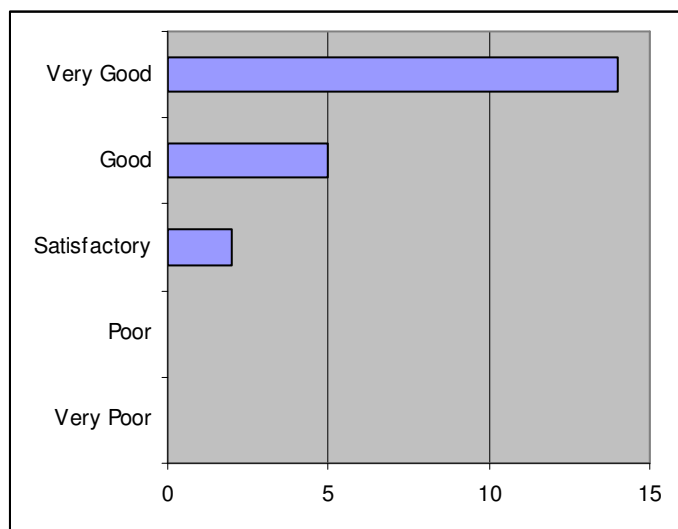
A14: Three quarters thought it good – although aircraft noise and no PA made it hard to hear at times. Three didn’t attend.

15. If there was a tournament dinner one evening, did you attend and did you enjoy it?

A15: Three quarters attended and thought it good. A few commented the portions were a bit small or it was too expensive for what you got. Several congratulated Nelson Morrow for arranging it.

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16. How did you rate the event overall?



17. Do you have any other remarks about this specific event?

A17: Five people commented negatively about the atmosphere at Hurlingham - they used words like “segregated” and “unwelcoming”. Surbiton as a “croquet-only” club was regarded as much friendlier by several.

The results of the 32-17 knock out weren't reported on the website.

Lack of an Opening Ceremony didn't create a positive friendly atmosphere from the start.

Specific comments about the GC Rules: lawn damage rule needs to be made simpler and only apply to real damage caused by poorly played shots; ‘feathering’ the ball during a practice swing should not be a fault; a standard ruling on ‘relief’ (e.g. putting balls in one foot OR shortening the court to avoid obstacles just outside the boundary) would have avoided some disagreements between players from different countries with different norms.